

# TERMS & CONDITIONS



Thank you for choosing Natural Touch! Before signing up for our "Get Your First Month FREE" offer, please carefully review and accept the following terms:

## Terms & Conditions for "Get Your First Month FREE"

1. **Eligibility:**
  - This offer is valid for new customers only.
  - Customers must reside within our service area.
2. **Offer Details:**
  - To qualify for the "Get Your First Month FREE" offer, customers must sign up for a 3-month window cleaning service agreement.
  - The first month's service is provided free of charge when payment for the subsequent two months is made in advance via GoCardless.
3. **Payment Terms:**
  - Payments will be processed through GoCardless, with the total amount for the first 3 months collected in advance of the first visit.
  - Once payment has been processed, no refunds, cancellations, or exchanges are permitted under this offer.
4. **Commitment Period:**
  - By signing up for this offer, customers agree to a minimum 3-month commitment for regular window cleaning services.
  - Cancellation of the agreement prior to the completion of the 3-month period will result in forfeiture of the free month and may incur additional charges.
5. **Service Details:**
  - Services will be scheduled in accordance with our regular cleaning routes. Customers will be notified of their first service date upon sign-up.
  - It is the customer's responsibility to ensure safe and accessible conditions for window cleaning services. Inaccessible or unsafe areas may result in partial service without refund.
6. **Non-Refundable:**
  - This promotion is non-refundable, including instances where the customer chooses not to proceed with the full 3 months of service.
7. **Service Availability:**
  - This offer is subject to availability and may not be combined with any other promotions, discounts, or offers.
  - We reserve the right to withdraw or modify this offer at any time without prior notice.
8. **Standard Terms of Service Apply:**
  - By signing up for this offer, customers agree to abide by our standard **Terms of Service**, which are available on our website or upon request.
  - This includes guidelines around scheduling, payment, and service provisions.
9. **Agreement Acceptance:**
  - By completing the payment process, customers acknowledge and accept these Terms & Conditions, including the use of GoCardless for payment processing and the commitment to a 3-month service period.